

City of Loveland Utility Billing Examination Information

The City of Loveland thanks you for your interest in joining our team as a Utility Billing Clerk. The purpose of the civil service examination process is to establish an eligibility list for the above position, and will be effective for a minimum of six months, with the option to continue for up to two years. The Civil Service Commission will set the duration of the list when certifying the results.

1. The first step in the examination process will be the initial screening examination, held on **Monday, March 23, 2015 at 6:30 p.m. in the cafeteria of the Loveland Middle School, 801 S. Lebanon Rd., Loveland, OH 45140**. To take the examination, you must complete a written application for employment, examination application, submit a résumé and cover letter, and pay the \$15 application fee no later than Friday, March 20, 2015 to Utility Billing Clerk Position, 120 W. Loveland Avenue, Loveland, OH 45140. All materials must arrive by 4:30 p.m. Copies of the employment application and application to take the examination are available at www.lovelandoh.com/employment or at City Hall at the above address.

2. On the evening of the examination, park in the back of the school and enter through Door # 9, proceeding to the cafeteria. Check-in for the examination will begin at 5:50 p.m. prior to the scheduled exam time, and the test itself will begin promptly at 6:30 p.m. **Note that no one will be admitted after the scheduled start time.** Applicants will be given two hours and thirty minutes to complete the written examination. This is an initial screening examination; up to 20 candidates who pass the examination with a minimum score of at least 70% will be eligible for the remainder of the examination process, which will include certain office skill tests and a structured interview with a panel of interviewers. The three components make up the civil service examination, and the score from those three components will be weighted and averaged to determine whether a candidate achieved a passing score of 70%. After application of any applicable credits, the top ten will make up the eligible list, from which the City Manager must appoint the new Utility Billing Clerk. You will need to bring the following items with you for the test:
 - You must have a valid photo ID (such as a state driver's license or other state-issued identification, or a passport).
 - You should bring an adequate supply of #2 pencils.
 - You may bring a hand held calculator.

No other electronic devices will be allowed during the testing period (including phones, smart phones, and other data devices, even though they may have a calculator function).

3. Test results will be available on-line at www.lovelandoh.com/employment. Those who pass the test and score in the top twenty qualify for further consideration and will be contacted by Loveland City Hall to schedule an appointment for the detailed office examination and structured interview, provided the review of the applicant's résumé or application shows that the candidate does in fact meet the minimum qualifications for the position. The final examination score will be made up of scores from the written examination (25%), the detailed office examination (25%), and the structured interview (50%).

4. Up to ten persons who complete the full examination process with a composite score of at least 70% or greater and have the highest overall scores after application of any applicable credits will comprise the eligibility list for the position. This list will be arranged in descending order based on the final score.
5. For the written examination, the detailed office-skills examination, and the structured interview, candidates who obtain at least a 70% passing score for each component will have credit awarded as described below, **provided the candidate has provided written proof of eligibility to the City of Loveland no later than 4:30 p.m. on March 20, 2015 or before the start of the examination.** The additional credits added to the examination score will not exceed 10%:
 - a. For active service in the United States military or Coast Guard of at least one year, 2%.
 - b. For an associate's degree from an accredited college or university, 2%.
 - c. For a bachelor's degree from an accredited college or university, 5%; however an applicant receiving such credit shall not also receive credit for an associate's degree.
 - d. For inactive service in any branch of the United States National Guard or reserves including the Coast Guard of at least two years' service, 1%.

For military service, provide a copy of service orders or discharge orders confirming the length of service. For academic credit, provide a copy of the diploma or transcript showing the degree was awarded. The City reserves the right to require additional documents to verify the credit.

6. One or more candidates on the eligible list could then be asked to come back for a second interview before the City Manager makes a final selection. Candidate(s) selected for the position are subject to a background check that may include checking for convictions, along with a check of your employment record. In addition, a consultant to be determined by the City may conduct a personality assessment, and candidates may be scheduled for a physical examination and pre-employment drug and alcohol test at no cost to the candidates. The City Manager is free to appoint any candidate from the eligible list and is not required to use any particular order.
7. Any applicant claiming a disability for which a reasonable accommodation is required in order to take the examination must contact the City of Loveland at (513) 707-1455 no later than March 18, 2015 to request the accommodation, and must provide satisfactory evidence of the need for accommodation.
8. Once a selection for the position is made, a list of the remaining eligible candidates will be posted and will be active for a minimum of six months, or a longer period not to exceed two years, as set by the Civil Service Commission. It is the responsibility of the candidate to provide current contact information to the City throughout the year so that he or she may be called should a position become available.